

USDA Fleet Card User Certification Course

USDA - Wright Express (WEX) Fleet Card Usage Procedures



VEHICLES COVERED UNDER THE USDA- WEX FLEET CARD PROGRAM

Vehicles that are owned or commercial-leased by USDA agencies are covered under the USDA – WEX fleet card. GSA-leased vehicles are NOT included in this program. GSA leased vehicles are covered under the GSA – WEX fleet cards supported by the GSA Fleet Management for support.

COVERED

- ✓ Agency-Owned Vehicles
- ✓ Commercial-leased Vehicles

NOT COVERED

- ✓ GSA-leased Vehicles



The **USDA WEX Fleet Card** is the only card authorized for use to fuel, maintenance and repair and service USDA owned and commercially - leased vehicles. **USDA Purchase Cards (“P-Cards”)** and **Travel Cards** shall not be used.

- **Only one card is issued per vehicle**
- **Card Users are assigned Personal Identification Numbers (PINs)**
 - ✓ **PINs are required for card use.**
 - ✓ **PINs serve as an electronic signature**
 - ✓ **Sharing of PINs is prohibited**
 - ✓ **DO NOT write PINs on cards**
 - ✓ **Lost and or Stolen PINs must be cancelled immediately**



Authorized Use:

The fuel card **CAN** be used to make the following purchases for **USDA owned or commercially leased vehicles**:

- ✓ Fuel - Self-service, regular grade or alternative fuels; mid-grade fuel can be purchased if priced the same as regular grade fuel.
- ✓ Maintenance and Repair
- ✓ Agency authorized roadside assistance to include: towing, battery charging, and emergency tire changing.



Unauthorized Use:

The USDA – WEX Fleet card **CANNOT** be used to make the following purchases and could result in disciplinary action:

- ✓ Fuel, maintenance, or repair services for personal vehicles.
- ✓ Full-service or premium grades of gasoline unless specified by vehicle manufacturer.
- ✓ Food, beverage, alcohol or tobacco products.
- ✓ To pay any State or local traffic or parking violations that are obtained while driving a motor vehicle owned or leased by the Government.



CARDHOLDER MISUSE

Each cardholder will be responsible for the purchases they make and will be required to adhere to applicable laws, rules and regulations, as well as, the policies and procedures set forth in these guidelines. Cardholders are expected to use good and reasonable judgment when making transactions.

Use of the card is a privilege based on trust. The WEX Card is for official business use only. **The purchase of personal or unauthorized goods or services is absolutely prohibited. Misuse of the fuel card may result in disciplinary action up to and including** termination of employment and prosecution to the extent permitted by law.

Card users will be required to reimburse the Department, including sales tax, for any purchases that are found improper or not for official business use.



Before You Start Your Trip

VERIFY that the WEX card matches the Vehicle License Plate you are driving. Fuel cards are assigned to one vehicle and should not be used to fuel or service any other equipment or vehicle.



BE SURE THE VEHICLE LICENSE
PLATE NUMBER ON THE FUEL CARD
IS THE SAME AS THE NUMBER ON
THE VEHICLE.



WEX ACCEPTING LOCATIONS



Driver inserts card into pump

OR

Attendant swipes card in the
station

OUT-OF-NETWORK LOCATIONS

- ***For out-of-network transactions***
- For any issues with the WEX card at a fuel or service location, call WEX Customer Service at **1.866.885.2802**
- To obtain an authorization for US Fuel and Service Merchants who do not accept the WEX card, simply ***follow the process below:***
 1. Call 1-866-885-2802 for an out-of-network authorization.
 2. Be prepared to provide the following information: Account #, Card #, Expiration Date, Driver ID, Vehicle odometer reading, Product being purchased, Total amount of the transaction and Merchant contact information.
 3. For authorized transactions, WEX Customer Service will provide an authorization number for payment.
- **This process is only valid for those merchants who do not accept the WEX card.**

"That is not a problem.
I am happy to help."



The display at the pump will ask you to input both the six digit PIN # of the driver and the odometer reading of the vehicle.

Be careful that you enter them in the correct order. Some pumps require the PIN # first and others the odometer reading first. Enter the mileage and PIN # as prompted by the screen by pressing the appropriate number keys on the pump keypad, then press **“ENTER”**.



Remember - always do the following:

- Always follow the pump instructions on selecting the fuel type, and pump the gasoline.
- When selecting a fuel site to purchase fuel, take a close look at the fueling stations in your delivery area. Select one that offers the best low GHG fueling options for your vehicle at the best price.
- You may go online at:
 - <http://www.afdc.energy.gov/locator/stations/> for alternative fueling options locally.
 - WEX also has a mobile app to find accepting stations and prices that can be downloaded on your smart phone:
<http://www.wexinc.com/wex-mobile/wex-connect>
- Obtain the current odometer in the vehicle before attempting to swipe the WEX fuel card.
- **NEVER SHARE YOUR PIN WITH ANYONE AND DO NOT LEAVE IT WITH THE CARD!** Treat this number like your ATM PIN or Social Security Number.



QUESTIONS?

If you have any questions or concerns, please contact:

- your Local Fleet Program Manager; or
- send an email to FleetCardSupport@dm.usda.gov.

